

*Quality and Consumer Issues*  
AFFORDABLE ASSISTED LIVING  
STAKEHOLDERS EVENT  
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# AFFORDABLE ASSISTED LIVING

- This is an outgrowth of one of the very important recommendations of the Governor's Long Term Care Task Force and has been a goal for many consumers, aging and disability advocates.
- There has been another committee meeting for over a year as a result of the Task Force recommendations. The Committee just completed their recommendations. Our work centers on licensed assisted living as an affordable option for persons needing long term care services. At this time, the Medicaid Home and Community Based Waiver cannot cover services in licensed settings. These recommendations promote amending the current Waiver to include the coverage of services in licensed settings. The Michigan Long Term Care Supports & Services Advisory Commission has supported the work of this committee.

# AFFORDABLE ASSISTED LIVING CON'T

- Today we are looking at affordable residential living where eligible persons can receive services that they want and need in a setting that will have enhanced services ***in place*** and is wonderful alternative to a nursing facility. This option will expand choices, particularly those who need additional supervision.
- Supervision and assistance does not mean ***control***. It means having a safety net for consumers who are risk of losing their independence and desire to live in a congregate community. The consumer should have the control.

# PERSON CENTERED PHILOSOPHY

## **PRINCIPLES:**

- The person is at the core, not the services or the organization
- Choice as to where they receive services
- Choice as to who will provide services
- Choice as to how services will be provided
- Choice as to how often services are provided
- Honors each person's dignity, respect, independence and rights
- The person has control
- Enhances the person's potential and worth
- Enhances community connection

# PERSON CENTERED- PHILOSOPHY con't

What person centered Philosophy is not:

- Only looking at the person's disabilities and age
- A marketing tool or a slogan
- An event, but pervades throughout
- Only for direct care staff but for the entire organization including Boards.
- Over-protective and paternalistic

# QUALITY

## **Quality As Defined by the Consumer:**

- Involvement of the consumer in measuring quality, as seen through their eyes
- Listening to what consumers say is important
- Strongly consider Quality of Life measures rather than just satisfaction surveys
- Quality of life involves many domains including respect, autonomy, security, privacy, community integration and personal relationships

# Assisted Living

## **Affordable Assisted Living Provides the opportunity for Consumers to:**

- Have another choice within the array of services outside of their home but not in a nursing facility
- Have meaningful opportunities to be engaged with others, to be a part of the community—socialization and integration
- Flourish regardless of age or disability
- Have the security of supports in-house and readily available without intrusion

# SUGGESTIONS FOR DEVELOPERS AND MANAGERS

- Embrace the person centered philosophy—read about it and use it to guide you through your plans, implementation and management.
- Including the consumers will only enhance quality and the success. This includes design, activities and food service. This is true across all long term care settings, whether in the home, nursing facility or residential assisted living
- Recognize and respect that older adults are no all the same—they are individuals with a rich history. Build on this.
- Value cultural diversity



# SUGGESTIONS FOR DEVELOPERS AND MANAGERS con't

- Ensure that your staff are competent and above all, respect the consumer's right to independence, dignity, privacy, choice and control. Staff should be comfortable with person centered thinking.
- Rather than satisfaction surveys, consider “quality of life” assessments where quality is seen through the eyes of the consumer. How does living in a particular assisted living community affect their quality of life?
- Re-think what aging means, not of their frailties or disabilities, but their abilities, experiences and strengths.
- Collaborate with you local Area Agency on Aging and other in the disability and aging network.